

ADULT CARE HOME UNLICENSED/UNCERTIFIED PERSONNEL TRAINING COURSE GUIDELINES



**PAID NUTRITION ASSISTANT
OPERATOR
ACTIVITIES DIRECTOR
SOCIAL SERVICES DESIGNEE**

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ADULT CARE HOME UNLICENSED/UNCERTIFIED PERSONNEL TRAINING COURSE GUIDELINES

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ADULT CARE HOME UNLICENSED/UNCERTIFIED PERSONNEL TRAINING COURSE INSTRUCTIONS

Introduction

K.S.A. 39-923(a)(27) allows the use of paid nutrition assistants (hereafter referred to as nutrition assistants) in adult care homes as prescribed by federal regulations. The statute further specifies that the instructor of a paid nutrition assistant course must meet nurse aide instructor requirements as specified in 42 CFR 483.152.

K.S.A. 39-923(a)(21) requires operators of assisted living facilities, residential health care facilities, home plus and adult day care facilities to have completed a course and passed a test that is approved by the Kansas Department of Health and Environment (“department”) on the principles of assisted living.

K.A.R. 28-39-144(a)(5) and (ccc)(3) outline training requirements for individuals who want to qualify as an activities director or social services designee.

The following information outlines the process for review and approval of training and/or testing of these designated professions.

Sponsors wishing to offer nutrition assistant, operator, activities director, or social services designee training courses must review the specific course requirements as stated in these guidelines prior to offering a course. If the sponsor meets all requirements set forth in this document, approval to offer specified training courses will be granted for up to one year. Renewal may be granted for up to two years after successful completion of the initial approval period. Sponsorships will have a common renewal date of June 30 of the appropriate year.

An Adult Care Unlicensed/Uncertified Personnel Training Course Sponsor Application and Agreement Form (Appendix A) must be completed and submitted for approval at least **three weeks in advance** of the initial offering of a nutrition assistant, operator, activities director, or social services designee course. The same form must be submitted at least three weeks in advance of the renewal date to request approval for continuation of the sponsorship.

A Course Notification Form (Appendix B) must be sent to the department at least one week prior to a course start date.

PAID NUTRITION ASSISTANT GENERAL INFORMATION

Paid Nutrition Assistant Training Program

The paid nutrition assistant training program is the result of a cooperative effort of the Kansas Department of Health and Environment and the following consultants and contributors:

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Regulations

Through the passage of 2004 House Substitute for SB 272, the Kansas legislature amended KSA 2003 Supp. 39-923 to allow the use of paid nutrition assistants in adult care homes, as prescribed by federal regulations 42 CFR 483.35(h) and 42 CFR 483.160, in effect on October 27, 2003. The Kansas bill may be accessed at www.kslegislature.org/enrollbills/approved/2004/272.

The federal regulations allow facilities to use a paid nutrition assistant to assist residents chosen by the supervisory nurse with eating if the nutrition assistant:

- successfully completes a State approved training course that meets, at a minimum, federally defined requirements;
- works under the supervision of an RN or LPN;
- calls on a supervisory nurse for help in an emergency. The nurse must be on duty in the facility.

The federal regulations also require that the facility must:

- ensure that a nutrition assistant feeds only residents who have no complicated feeding problems. Complicated feeding problems include, but are not limited to, difficulty swallowing, recurrent lung aspirations, and tube or parenteral/IV feedings;
- base resident selection on the charge nurse's assessment and the resident's latest assessment and plan of care;

- maintain a record of all individuals, used by the facility as nutrition assistants, who have successfully completed the training course.

The federal rules and regulations regarding nutrition assistants (which the federal rule calls “paid feeding assistants”), along with discussion of the rules and regulations, appear in the Federal Register/ Vol.68, No. 187/ Friday, September 26, 2003, pages 55528 through 55539, accessible at www.gpoaccess.gov/fr.

Although the federal regulations do not consider feeding to be a nursing task, according to the Kansas State Board of Nursing, in Kansas, feeding is considered a nursing task, along with bathing, dressing, grooming and toileting. The nutrition assistants will work under the delegation and supervision of a nurse. The requirements for nurse delegation are found at KSA 65-1165. The definition of supervision is at KSA 65-1136(a)(4): “‘Supervision’ means provision of guidance by a qualified nurse for the accomplishment of a nursing task or activity with initial direction of the task or activity and periodic inspection of the actual act of accomplishing the task or activity.” The Nurse Practice Act is available on the KSBN website, www.ksbn.org.

The Kansas Department on Aging (KDOA) has updated the adult care home regulations to provide for the use of nutrition assistants in adult care homes. Copies of the adult care home regulations may be purchased for a minimal fee from the KDOA or are available on their website, www.agingkansas.org/KDOA. Choose “Licensure, Certification and Evaluation,” then “Regulations.”

Additional Information

Questions and/or comments about the nutrition assistant training program may be directed to Martha Ryan, Education Section Leader, Health Occupations Credentialing, KDHE at 785-296-0058 or mryan@kdhe.state.ks.us or Marla Rhoden, Director, Health Occupations Credentialing at 785-296-1281 or mrhoden@kdhe.state.ks.us.

I. Nutrition Assistant Training Course Requirements

A. Sponsors must be one of the following:

- Licensed adult care home
- Postsecondary school under the jurisdiction of the state Board of Regents

B. Instructors must be registered nurses who have:

- A minimum of two years of nursing experience, at least one year of which is in the provision of long-term care facility services
- Completed a course in teaching adults or have experience in teaching adults or supervising nurse aides

C. The following requirements must be agreed to in writing:

1. The sponsor will notify the department in writing at least one week in advance of any nutrition assistant course, and will include course dates and locations. (Use Course Notification Form in Appendix B.)
2. The sponsor will notify the department of any change from the approved application including adding or removing instructors.
3. The course must consist of a minimum of 12 hours.
4. The course will include all the content found on the approved nutrition assistant course outline. Each student must also be evaluated using the approved competency test. The student must successfully complete the competency test to pass the course. The competency evaluation may be included in the minimum 12 required hours.
5. A certificate of completion of training shall be awarded to the successful student by the training institution. The certificate shall include, at a minimum, the name of the training institution, the name of the student, the name of the course, the name of the instructor, the date of completion, and the number of hours of instruction.
6. The sponsor will inform the participants that the certificate is permanent evidence of completion of training and should be retained.
7. The sponsor will maintain copies of certificates issued to participants who have successfully completed the course.
8. A roster of individuals who have successfully completed the course and competency test must be submitted to the department. The list must include the course approval number and the name, address, social security number and birth date of each individual.

Nutrition Assistant Training Course Outline

- I. Working in a long-term care home
 - A. Brief overview of long-term care environment
 - B. Role and responsibilities of a nutrition assistant
 - 1. Defined by federal and state laws.
 - 2. Nutrition assistant must be supervised by a licensed nurse. Supervising nurse should provide pertinent information about each resident the nutrition assistant is to assist at a particular meal. The nurse will provide specific instructions about how to assist the resident to eat safely and how to encourage the resident to eat.
 - 3. Nutrition assistant receives from the supervising nurse an assignment of residents to assist with eating. The assignment may change from day to day and meal to meal.
 - 4. Nutrition assistant reports to the licensed nurse whenever there is concern about the resident he/she is assisting with eating or he/she notices a problem with another resident.
 - 5. Nutrition assistant is responsible for reporting to licensed nurse whenever observable changes occur in the resident.
 - 6. Nutrition assistant provides only the direct care of assisting the resident to eat and does not provide any other type of direct care to a resident.
 - 7. Nutrition assistant may push a wheelchair but cannot perform tasks that are considered direct care such as dressing, grooming, bathing, transferring, positioning or assisting a resident to walk.
 - 8. Nutrition assistant may perform tasks related to housekeeping and dietary services, if properly trained.
 - 9. Nutrition assistant explains refusal respectfully to resident or family members when requested to provide assistance outside of role.

C. As a member of a team caring for a group of residents, a nutrition assistant:

1. Performs only the tasks assigned by the licensed nurse.
2. Must be willing to assist other members of the team as long as the tasks are within the scope of responsibility and agreed to by the supervising nurse.
3. Works cooperatively with other members of the team.
4. Must be assertive and respectful when requested to provide assistance outside of role.

D. In order to create home in a facility, a nutrition assistant should:

1. Sit beside the resident when providing assistance.
2. Call the resident by his/her preferred name. Avoid terms like "sweetie," "honey," or "grandma."
3. Speak directly to the resident and other residents at the table about appropriate topics. Give examples.
4. Not ask questions that require the resident to talk while he/she is trying to manage the food that is in his/her mouth and throat.
5. Avoid talking about personal issues with other staff while assisting residents to eat.

E. Resident Rights

1. Dignity
 - a. Only do for resident what he/she cannot do for himself/herself. The goal should be for the resident to be as independent as possible.
 - b. Praise resident when he/she is successful in feeding himself/herself.
 - c. Treat resident with respect.
 - d. Do not call clothing protectors "bibs." May use large napkins to protect clothes.

- e. Place the amount of food the resident can easily swallow on spoon or fork. Too much food could cause resident to choke.
 - f. If resident gets food on his/her face or hands, remove it with a napkin.
 - g. Talk to resident about subjects that have meaning for the resident.
- 2. Privacy. Be sure the resident's body is not unnecessarily exposed.
- 3. Choice
 - a. Ask the residents their food preferences. An alternate food item must be offered if the resident does not want or like the provided meal.
 - b. Be sensitive to individual needs and preferences.
 - c. If seating is not assigned, ask the resident his/her seating preference.
- 4. Refusal of food
 - a. When resident refuses to eat, seek assistance from the supervising nurse.
 - b. Do not force resident to eat or put food in the resident's mouth when he/she has said he/she does not want to eat.
- 5. Confidentiality
 - a. Give examples of breach of confidentiality.
 - b. Do not talk about other residents or staff.

F. Residents with special needs

- 1. Behavioral symptoms
 - a. Talk calmly.
 - b. Seek assistance from supervising nurse.
 - c. Resident may eat better in a quiet area.

2. Adaptive equipment
 - a. Encourage resident to use adaptive equipment if it assists him/her to be more independent in the task of eating.
 - b. Provide examples of adaptive equipment and correct use.
3. If a resident has visual deficits, tell him/her what is on the plate and what is on the fork or spoon before placing it in his/her mouth. Explain food placement in relation to clock, i.e., eggs at 3:00 p.m.
4. If a resident wears glasses, make sure glasses are in place and lenses are clean.
5. If a resident usually wears a hearing aid and it is not in place, ask a nurse or nurse aide to assist the resident with the hearing aid.
6. If a resident usually wears dentures and they are not in place, ask a nurse or nurse aide to assist resident with obtaining dentures. Report to the nurse or nurse aide if the resident appears to have difficulty chewing with dentures.
7. Examples of techniques
 - a. Nonverbal prompts such as setting food in easy reach, providing assistive devices, ensuring the resident is seated so he/she can reach food and utensils.
 - b. Verbal prompts such as “would you like some tomato soup?” or “the chicken looks good.” Tell the resident what is on the plate. For some residents, place only one or two items at a time in front of them.
 - c. Physical guidance: place food on fork or spoon and hand to resident. Help resident to hold cup or utensil. If the resident does not move food toward mouth, use hand-over-hand technique. Use full physical assistance only if resident does not respond to any of the above techniques.

G. Positioning during meals

1. Resident should be sitting erect in chair with feet on floor or on wheelchair footrests.
2. Head should be positioned slightly forward. The resident's head should be tilted slightly forward and downward.
3. When resident is eating in bed, staff should elevate the head of the bed to the highest position and support the resident's body and head with pillows to provide the maximum upright posture. The resident's head should be tilted slightly forward and downward.
4. If resident is not in an appropriate position to eat safely, ask a nurse or nurse aide to reposition the resident. Do not assist the resident to eat until he/she is in a safe position.

II. A safe dining experience

A. Prevention of infection

1. Call supervising nurse when ill. He/she may request that you not come to work if you are ill.
2. Wash hands before starting to assist a resident to eat.
 - a. Do not touch resident's face or hair or your own face and hair.
 - b. If hands touch items that are not clean, wash hands.
 - c. Wear gloves if needed.
3. Do not blow on food. Discuss alternative ways to cool foods.
4. If the resident's hands are not clean or the resident has been incontinent, ask the nurse or nurse aide to assist the resident with the needed care.
5. Observe the resident to ensure that he/she is chewing and swallowing the food.
6. Ensure the resident has swallowed the food before placing additional food in his/her mouth. Explain "pocketing food."

B. Food Safety (additional information attached)

1. Residents have an impaired immune system and are susceptible to food borne illness.
2. Discuss proper methods of food handling and serving.
3. Good hand washing is the primary way to prevent infection.
4. Be aware of temperature of food. Hot food should be hot and cold food cold. Re-warming or a fresh serving of food should be provided by dietary staff.
5. If in doubt about the temperature of food, ask dietary staff for assistance.

C. Responding to emergencies

1. Use Heimlich maneuver for choking.
2. Aspiration: stop assisting to eat and get help.
3. Coughing: stop assisting to eat and get help.
4. Vomiting: stop assisting to eat and get help. Request assistance to clean area promptly.
5. Burns
 - a. Stop assisting to eat and get help.
 - b. Avoid serving very hot beverages and food.
 - c. Keep hot items out of resident's reach.

III. Fundamentals of good nutrition

A. Current Dietary Guidelines for Americans

B. Hydration

1. Offer resident a drink of water or other fluid to moisten mouth before offering solid food. Offer fluids frequently during the meal. Alternate fluids with solid foods.
2. Be aware of resident's preferences.

C. Factors affecting nutritional states

1. Loss of appetite or alteration of taste due to medications
2. Poorly fitting dentures
3. Food does not taste good; altered taste perception
4. Diseases causing loss of appetite, i.e., depression, and diseases causing increased calorie expenditure, i.e., COPD
5. Visual and sensory changes

D. Modified diet

1. Give examples of pureed foods, thickened liquids. The nutrition assistant should not assist residents who receive these foods.
2. Check foods received with planned menu.
3. Ask the nurse before giving substitutes.

E. Documentation

1. Fluid intake, how to measure
2. Food intake
 - a. Percentage
 - b. Food type
3. Notify nurse if the resident's intake is less than usual.

Food Safety

Why is Food Safety so Important?

Safe food sanitation prevents illness from food. The Centers for Disease Control and Prevention (CDC) estimates that each year 76 million cases of food borne illnesses occur in the United States. Many food borne illnesses last one or two days. Other food borne illnesses are more serious. Approximately 5,000 people die each year from food borne illness. The most severe cases occur in the very old, the very young, and those with weakened immune systems.

Food Borne Illness

Food borne illness, sometimes called “food poisoning,” is caused by consuming foods or beverages contaminated by biological, physical or chemical hazards:

- Biological agents such as bacteria, viruses, parasites, yeast and molds
- Physical hazards such as glass, toothpicks, fingernails and jewelry
- Chemical hazards such as cleaners and sanitizers, pesticides and medications

Symptoms of Food Borne Illness

- Diarrhea
- Stomach cramping
- Nausea
- Vomiting
- Fever
- Body aches
- Rare symptoms include total system shutdown, coma and death

Why are the Elderly at More Risk for Food Borne Illness?

- Their immune systems are often weaker.
- They often have chronic health problems.
- Their sense of smell and taste is reduced, contributing to the resident’s inability to detect whether food is safe to eat.
- In a long-term care setting, many people handle and prepare the food served. The food has more opportunity for exposure to pathogens.

What Can I Do to Prevent Food Borne Illness?

You should use clean equipment for preparation, proper temperatures for holding and storage of food and proper handwashing at all times. If a facility and its staff do not maintain adequate food safety standards, large numbers of people can become ill from eating contaminated food.

Ways to Prevent Food Borne Illness

- Wash your hands often. Wash them before and after assisting each resident.
- Wash your hands after you sneeze or cough.
- Do not touch your own hair, face or body after washing your hands.
- Make sure the table area is clean and sanitized before bringing residents to eat.
- Cover all food and utensils transported out of the dining room area.
- Check foods. If something looks or smells bad, do not give it to the resident.
- Serve and help residents promptly. Do not allow cold food to become warm or hot food to become cold.
- Do not touch food to test its temperature. You can sense the heat of food by putting your hand above the food.
- If you think the food is too hot, do not blow on it to cool it off. Give the food time to cool down naturally. Remove dishes from metal hot plates before serving.
- If you think the food is too cold, reheat it in a microwave to an internal temperature of 165 degrees. Use a thermometer to check the temperature of food. The food should be left to cool for several minutes after reheating. A second temperature should be taken to assure the food is not above 140 degree when eaten by the resident.
- Touch only the base or sides of glasses and cups when lifting them. Keep your fingers away from the drinking edge.
- Touch only the paper wrapper to open straws and place them in a container.
- Handle plates by placing fingers underneath and thumb on the edge of rim. Do not put your fingers in the eating area.
- Use the handle end of utensils. Do not touch the eating surface.
- Do not wipe utensils with your uniform, soiled cloth or towel.
- Do not blow on plates or utensils to remove dust, dirt or crumbs. Never wipe them with your hands.
- Replace dropped utensils.
- Replace all plates, cups, glasses or utensils that are dirty.
- If you have any cuts or sores on your hands or arms, check with a nurse before working as a nutrition assistant.
- If allowed, do not transfer any alcohol based hand gel to food, dishes or utensils.

PAID NUTRITION ASSISTANT COMPETENCY TEST

To successfully complete the Paid Nutrition Assistant training, the student must pass the following competency test.

Name of Student: Competency	Date Successfully Completed
1. Demonstrate effective hand washing techniques following all rules of asepsis including washing hands prior to assisting residents with eating.	
2. Properly remove and dispose of gloves. Gloves should be worn minimally when assisting residents with eating.	
3. Demonstrate techniques used to assist resident with eating. Identify safety measures, encouraging independence and how to promote fluid intake.	
4. Simulate the abdominal thrust (Heimlich maneuver) technique.	

RN Signature: _____ Date: _____

RESOURCE LIST FOR INSTRUCTORS OF NUTRITION ASSISTANT TRAINING

The following books, articles, films and web sites have been suggested/reviewed by staff and members of the nutrition assistant training development committee. They contain material relevant to the training of nutrition assistants. They also contain material that is inappropriate for nutrition assistants but useful for certified nurse aides and nurses. It is important, if you use these materials, to carefully select the appropriate parts of a particular resource.

Books:

Assisted Dining: The Role and Skills of Feeding Assistants, 2003. American Health Care Association (AHCA), 1201 L. St. NW, Washington, DC, 20005. Call Basar Akkuzu, 202-898-2816 or the switchboard at 202-842-4444.

Assisting with Nutrition and Hydration in Long-Term Care, 2004. Hartman Publishing, Inc., 8529 Indian School Road, NE, Albuquerque, NM 87112, 800-999-9534. Or, contact Gailynn Garberding at 877-442-2190. Also available from www.amazon.com.

Eating Matters: A Training Manual for Feeding Assistants, Consultant Dietitians in Health Care Facilities, 2003. American Dietetic Association, 120 S. Riverside Plaza, Ste. 2000, Chicago, IL, 60606-6995, 800-877-1600.

Nutrition Assistant Essentials, 2004, by Barbara Acello. Delmar Thomson Learning Publications, Customer Service: 800-354-9706. ISBN number 1401872115. Also available from www.amazon.com.

Manual:

Dining Skills: Practical Interventions for the Caregivers of the Eating-Disabled Older Adult, by Consultant Dietitians in Health Care Facilities. Available at www.cdhef.org/products/p5003.html.

Articles:

"Managing Mealtime in the Independent Group Dining Room: An Educational Program for Nurse's Aides." Wanda Bonnel, RN, Ph.D. Geriatric Nursing, January/February 1995.

"The Nursing Home Group Dining Room: Managing the Work of Eating." Wanda Bonnel, RN, Ph.D. Journal of Nutrition for the Elderly, vol.13.(1) 1993.

Video:

"Nutrition-Hydration Care: A Guide for CNAs." Available from the Kansas Department on Aging (KDOA) library. The request and loan agreement is available online. The catalog number is "0088." Call 785-296-4222 or go to the KDOA website, www.agingkansas.org/kdoa. Select "Licensure, Certification and Evaluation," then

select “Audiovisual resources,” then select “Audiovisual request and loan agreement.” KDOA will mail the video to requesters, who then will mail it back to KDOA. The only cost is the postage for returning the video.

Web Sites:

Dignity in Dining: Feeding Techniques for Elderly and Disabled Clients, www.beckydorner.com, choose “Resources”, then “Dignity in Dining: Feeding Techniques for Elderly and Disabled Clients.” Other choices lead to more information.

Individualize Feeding Experience, at www.borun.medsch.ucla.edu. Choose “Weight loss prevention,” then choose “Step 2.” Other choices lead to more information.

Hand Hygiene, at www.cfsan.fda.gov/~comm/handhyg.html.

Hand Hygiene in Health Care Settings, at www.cdc.gov/handhygiene/materials/htm.

Current Dietary Guidelines for Americans. The 2005 guidelines are accessible at www.healthierus.gov.

II. Operator Training Course Requirements

A. Sponsors must be one of the following:

- long-term care provider organization
- community college
- area vocational-technical school
- college or university
- an individual with a minimum of two years experience in long-term care experience and experience in adult training

B. Instructors must:

- be a registered professional nurse, or
- hold a bachelor's degree

AND -

have a minimum of two years professional experience in long-term care and/or as an instructor of long-term care issues.

C. The following requirements must be agreed to in writing:

- The course will include all of the content found on the approved operator course outline.
- Each student will be provided printed materials related to the operation of a licensed adult care home facility including **at least** the following:
 - a. adult care home statutes*
 - b. adult care home regulations* including
 - KAR 28-39-144 Definitions
 - KAR 28-39-145a Licensure
 - KAR 28-39-147 Residents Rights
 - KAR 28-39-148 Admission, Transfer and Discharge Rights
 - KAR 28-39-168 Nurse Aides
 - KAR 28-39-170 Medication Aides
 - KAR 28-39-240 to 256 Assisted Living/Residential Health Care regulations
 - c. Regulation Interpretations,* other pertinent printed information which presenters believe would be useful to participants
 - d. Functional Capacity Screen form and manual*
 - e. All regulations related to the operation of home plus and adult day care facilities*
 - f. Statutes related to abuse, neglect and exploitation**
KSA 39-1401 through 39-1442

- g. Kansas Nurse Practice Act statutes***
KSA 65-1113 Definitions
KSA 65-1124 Acts which are not prohibited
- h. Nutrition and Your Health: Dietary Guidelines for Americans,****
published by the US Department of Agriculture and US Department of
Health and Human Services.
- i. Example of a Negotiated Service Plan and Amended Service Plan

*Adult Care Home statutes, regulations, regulation interpretations and the Functional Capacity Screen form and manual are available from: **Department on Aging, Licensure, Certification and Evaluation Commission**, 503 S. Kansas Ave., Topeka, Kansas 66603-3404, 785-296-4986.

**Statutes related to abuse, neglect and exploitation are available from county courthouses, academic libraries, the Kansas State Library and most public libraries.

***The Kansas Nurse Practice Act is available from: Kansas Board of Nursing, 900 S.W. Jackson Ste. **1051-S**, Topeka, Kansas 66612, 785-296-3350.

****Nutrition and Your Health: Dietary Guidelines for Americans is available from KSU Research and Extension office, 1740 S.W. Western, Topeka, Kansas, 66604-3095, 785-232-0062 (choose #5, Family and Consumer Science from the automated dialing system), or from the Consumer Information Center, Department 378C, Pueblo, Colorado, 81009.

- The course will be at least 32 hours in length.
- The sponsor will:
 - a. notify the department in writing at least one week in advance of any operator course, and include course dates, times and locations of any operator training course being held (use Course Notification Form in Appendix B); attach a list of instructors.
 - b. require that each presenter cover the material from the relevant regulation(s).
 - c. request each presenter's notes or outlines at least seven days prior to the course, to assure the content covers the topic specified; keep on file.
 - d. notify the department of any change from the approved application including adding or removing instructors.

- The sponsor will also:
 - a. administer and score the test according to the conditions described in “Section D. Test;”
 - b. provide within three weeks of the course end date a certificate of completion to participants who complete the course and pass the test. The certificate must contain:
 - the statement that, “[Participant’s name] has completed a course approved by the secretary of health and environment on principles of assisted living in accordance with K.S.A. 39-923(a)(21),” and
 - the course approval number as assigned by the department;
 - c. inform the participants that the certificate is permanent evidence of completion of training and a copy must be sent to the licensure section of the department each time they assume the responsibilities as an operator at a facility;
 - d. inform participants where they can obtain replacement certificates in the event a certificate is lost, destroyed or stolen.
 - e. maintain copies of certificates issued to participants who have successfully completed the course and passed the test.
 - f. provide to the department within three weeks of the course end date a list of individuals who have successfully completed the course and passed the test. The list must contain the course approval number and the following information:
 - name
 - social security number
 - birth date
 - address
 - facility name, owner and address
 - whether the facility is operating under a provisional license.
- D. Test: Upon approval, the department will provide you with a pool of questions for the test. A test of at least 35 questions and an answer sheet must be created from the pool to administer to individuals after successful completion of the course. The individuals may have access to the regulations during the test. The individuals must score a minimum of 70% correct on the 35 question test to pass. Individuals who fail the test may

retake the test **one time**, and must use an alternate test version created from the pool of questions. If the test is failed a second time, the course must be retaken.

1. The sponsor must agree to the following operator test security measures:
 - < The sponsor secures the pool of test questions and any tests created in a manner to ensure confidentiality.
 - < The operator tests are released from this secured place only for the administration of the test.
 - < The sponsor assures that the tests will not be reviewed except at test time by individuals taking the test.
 - < Once the tests are scored, and a list of individuals who have successfully passed the test has been sent to the department, the answer sheet is destroyed and the tests are returned to a secure place.
2. The sponsor will administer and score the test. If a student requests retaking the test, the sponsor may delegate administration of the test to a proctor in a different location. The sponsor must adhere to the following:
 - < The test requirements as outlined in these guidelines will be followed.
 - < The test will be returned to the sponsor to be scored.
 - < Each time the test is proctored at another location, the sponsor will document the proctor and the location.

Operator Training Course Objectives

At the conclusion of the course, participants will be able to:

1. Discuss assisted living as a conceptual model for housing with services for older adults.
2. Identify strategies which can be used to reduce the stress of caregiving.
3. Demonstrate a basic knowledge of the aging process and common chronic diseases found in older adults.
4. Perform a “Functional Assessment Screen” and develop a “Negotiated Service Agreement.”
5. Identify strategies for working effectively with family members, case managers and service providers.
6. Demonstrate a knowledge of Kansas laws and regulations which govern the operation of adult care homes.
7. Discuss strategies for management of behavioral symptoms in residents with dementia.
8. Identify basic principles in providing for the nutritional needs of older adults and safe food service management.
9. Discuss principles of an effective records system.
10. Demonstrate a basic understanding of fire safety and emergency procedures.
11. Demonstrate a basic understanding of medication management.
12. Demonstrate a knowledge of infection control practices.
13. Demonstrate minimal competency as an operator in an adult care home by successfully passing the operator examination.

Operator Training Course Outline

- I. Assisted living as a concept for delivery of services to residents
 - A. Resident choice, autonomy and independence
 - B. Home-like environment
 - C. Housing with services
- II. Caring for the caregiver
 - A. Principles of problem solving
 - B. Stress reduction strategies
 - C. Networking
- III. Interacting with residents
 - A. Resident rights
 - 1. Review of regulations related to the rights of residents in adult care homes
 - 2. Strategies for informing residents of their rights at admission and periodically thereafter
 - B. Identifying resident responsibilities to the facility
 - C. Development of an effective community governance system
 - D. Using the Long-Term Care Ombudsman program as a resource for residents and facility staff
- IV. Prevention of abuse, neglect and exploitation and reporting requirements
 - A. Definitions
 - B. Staff treatment of residents
 - C. Review of statutes and regulations related to abuse, neglect and exploitation of residents
 - D. Mandatory investigating and reporting
 - E. Required posting of information

- F. Educating staff on prevention of abuse, neglect and exploitation of residents
- V. The aging process
 - A. Review of normal aging
 - B. Common clinical problems found in older adults
 - 1. Arthritis, diabetes, cardiovascular disease, and cancer
 - 2. Dementia/delirium/depression
 - 3. Incontinence
 - 4. Management of medications
 - a. Polypharmacy
 - b. Side effects common to older adults
- VI. Admission, transfer and discharge of residents
 - A. Review of regulations and statutes related to admission, transfer and discharge of residents
 - B. Development of admission, transfer and discharge criteria
 - C. Advance directives
 - 1. Review of guardianship statutes
 - 2. Review of statutes addressing durable power of attorney for health care decisions
 - 3. Strategies and resources for informing residents of advance directives
- VII. Functional Capacity Screen
 - A. Regulatory requirements related to “Functional Capacity Screen”
 - B. Item by item review of operational definitions to be used in performing the “Functional Capacity Screen”
 - C. Determining when a “Health Care Plan” is needed

VIII. Development of a “Negotiated Service Agreement”

- A. Intent of a “Negotiated Service Agreement”
Negotiated by the parties; facilitated, not directed, by the facility
- B. What the agreement includes
 - 1. Describe services provided
 - 2. Identify the provider(s)
 - 3. Identify party responsible for payment when services are provided by an outside provider
- C. When to develop or revise
- D. Who participates
- E. Strategies for involving resident and others in the development of the negotiated service plan
- F. Documenting the negotiated service plan

IX. Designing systems for delivery of services

- A. Factors affecting the decision to provide or coordinate a service
 - 1. Availability of outside service providers
 - 2. Service needs of residents
 - 3. Cost of services to residents
- B. In-house services
 - 1. Direct care staff
 - 2. Cross training/universal employee
 - 3. Contracting for services
- C. Coordination with outside service providers
 - 1. Development of memoranda of understanding
 - 2. Advocating for residents with outside service providers
- D. Services provided by family and friends

- E. Sufficient numbers of qualified personnel to ensure that residents receive services and care in accordance with the "Negotiated Service Agreement"
- X. Working with families
 - A. Listening skills
 - B. Effective communication techniques
 - C. Assisting families to deal with grief/guilt and problems related to being in the "sandwich generation"
 - D. Resident rights versus family concerns
 - E. Developing family support groups
- XI. Working with health care professionals and unlicensed staff
 - A. Review of Kansas Nurse Practice Act
 - 1. Performance of nursing tasks by certified nurse aides and certified medication aides
 - 2. Delegation of selected nursing tasks to certified nurse aides and certified medication aides
 - 3. Licensed nurse oversight and supervision of certified nurse aides and certified medication aides
 - 4. Who can perform assessments
 - B. Models for providing nursing care
 - 1. Staff nurse
 - 2. Contract nurse
 - 3. Home health agency
- XII. Management of behavioral symptoms - a positive approach
 - A. Training staff to care for residents with behavioral symptoms
 - 1. Identification of behavioral symptoms
 - 2. Staff response to the behavioral symptoms of residents

- B. Role of the licensed nurse in providing services to residents with behavioral symptoms
 - 1. Assessment of residents with behavioral symptoms
 - 2. Use of necessary (PRN) medications for the management of behavioral symptoms

XIII. Nutrition and food preparation

- A. Basic nutritional needs of elders
- B. Monitoring the resident's nutritional status
- C. Meeting cultural, ethnic and regional food preferences
- D. Involving residents in development of menus
- E. Basic principles of food sanitation
- F. The role of the dietary manager and/or dietitian

XIV. Meeting residents' psychosocial needs

- A. Development of a meaningful activity program
- B. Community services
- C. Using volunteers

XV. Creating a home-like, safe environment

- A. Housekeeping/maintenance
- B. Enhancing the resident's personal space
- C. Fire and emergency preparedness

XVI. Medication management

- A. Self-administration of medications
- B. Self-administration of medications with assistance
- C. Facility management of medications
- D. Role of the registered nurse, licensed practical nurse and certified medication aide

- E. Ordering, labeling and storage
- F. Records
- G. Drug regimen review

XVII. Infection control

- A. Safe, sanitary environment
- B. Policies and procedures to prevent and control the spread of infection

XVIII. Resident records

- A. Review of the regulations related to resident records
- B. Documentation of all incidents, symptoms and other indications of illness or injury

III. Activities Director Training Course Requirements

A. Sponsors must be one of the following:

- licensed adult care home
- community college
- area vocational-technical school
- proprietary school under the Department of Education

B. Instructors must be one of the following:

- registered nurse
- registered or certified occupational therapist
- occupational therapy assistant
- certified therapeutic recreation specialist
or hold a bachelor's degree in a therapeutic activity field (such as music therapy, art therapy, horticulture, etc.)

AND -

must provide evidence of at least two years full-time work experience in their professional occupation within the last five years, one year of which was full-time in a health care setting.

NOTE: Occupational therapists and occupational therapy assistants must be certified through the American Occupational Therapy Association or registered with the Kansas State Board of Healing Arts. Therapeutic recreational specialists must be certified through the National Therapeutic Recreation Society. Instructors who have earned a bachelor's degree must provide an official transcript.

C. The following requirements must be agreed to in writing:

1. The sponsor will notify the department in writing at least one week in advance of any activity director course, and will include course dates and locations (use Course Notification Form in Appendix B).
2. The sponsor will notify the department of any change from the approved application including adding or removing instructors.
3. A minimum of 36 clock hours of classroom instruction must be presented for the course of instruction.
4. The appropriate course outline must be followed.
5. Course objectives must be developed by the instructor(s) which describe expectations for student performance.
6. The sponsor will request each presenter's notes or outlines at least seven days prior to the course, to assure the content covers the topic specified.
7. Each student must be evaluated by written tests developed by the instructor(s) with respect to the course objectives. At least one written test

will be required at the end of the core curriculum and at the end of the role and functions curriculum. Students must receive a grade of at least 70 percent on tests for successful completion of the course. Additional evaluation methods may be required by the instructor.

8. A certificate of completion of training shall be awarded to the successful student by the educational institution. This certificate shall include, at minimum, the name of the student, the name of the course, the name of the instructor, the date of completion, and the number of clock hours of instruction.
9. The sponsor will maintain copies of certificates issued to participants who have successfully completed the course and passed the tests.
10. A roster of individuals who have successfully completed the course and tests must be submitted to the department. The list must include the course approval number and the name, address, social security number and birth date for each individual.

Activities Director Course Outline

Core Course Outline (16 hours core and 20 hours role and function)

- I. Philosophy of Long-Term Care
- II. The Aging Process
 - A. Basic human needs
 - B. General concepts of human behavior
 - C. Attitudes about aging
 - D. Effects of the aging process
 - 1. Expected body changes
 - 2. Changes due to disease
 - 3. Physical impairments
 - 4. Mental impairments
 - 5. Sensory losses
 - 6. Terminology
 - E. Psychosocial aspects of aging
 - 1. Stresses - physical, social, economic
 - 2. Heredity and lifestyles
 - 3. Gender and sexual orientation
 - 4. Institutionalization
 - 5. Problem behavior - coping mechanisms
 - 6. Interaction of impairments - physical and mental
 - 7. Understanding death and dying
- III. Performance Skills
 - A. Working in teams

- B. Communications
 - 1. Interviewing
 - 2. Writing
 - 3. Interacting with staff, residents and family
 - 4. Working with volunteers
 - 5. Cooperating with state inspectors
 - C. Working with support staff, managing supplies, budgeting
 - D. Applicable state and federal regulations
 - E. Residents' rights
- IV. Role and Function (20 hours)
- A. Understanding activities
 - B. Activities analysis
 - C. Adapting activities to abilities
 - 1. Assessing interests and needs
 - 2. Adaptive equipment
 - D. Program planning for activities
 - 1. Recreational
 - 2. Creative
 - 3. Educational
 - 4. Social
 - 5. Spiritual
 - 6. Physical
 - 7. Vocational
 - 8. Community involvement

- 9. Service for others
- 10. Special events
- E. Therapies
 - 1. Fantasy
 - 2. Reality orientation
 - 3. Remotivation
 - 4. Validation
- F. Planning for optimal use of environment
- G. Evaluation of activities
- H. Admission and discharge process
- I. Establishing groups and individual participation
- J. Volunteers
 - 1. Recruitment and selection
 - 2. Orientation
 - 3. Training
 - 4. Placement
 - 5. Supervision
 - 6. Recognition
- K. Consultation process
- L. Documentation
 - 1. Medical records practice
 - 2. Confidentiality
 - 3. Assessments
 - 4. Activities involvement records

M. Care plans

1. Development
2. Implementation
3. Review

IV. Social Services Designee Training Course Requirements

A. Sponsors must be one of the following:

- nursing facility
- community college
- area vocational-technical school
- proprietary school under the Department of Education

B. Instructors must be either:

- registered nurse
- licensed social worker (any level)

AND -

must provide evidence of at least two years full-time work experience in their professional occupation within the last five years, one year of which was full-time in a health care setting.

C. The following requirements must be agreed to in writing:

1. The sponsor will notify the department in writing at least one week prior of any social services designee training course being held, and will include course dates and locations (use Course Notification Form in Appendix B).
2. The sponsor will notify the department of any change from the approved application including adding or removing instructors.
3. A minimum of 36 clock hours of classroom instruction must be presented for the course of instruction.
4. The appropriate course outline must be followed.
5. Course objectives must be developed by the instructor(s) which describe expectations for student performance.
6. The sponsor will request each presenter's notes or outlines at least seven days prior to the course, to assure the content covers the topic specified.
7. Each student must be evaluated by written tests developed by the instructor(s) with respect to the course objectives. At least one written test will be required at the end of the core curriculum and at the end of the role and functions curriculum. Students must receive a grade of at least 70 percent on tests for successful completion of the course. Additional evaluation methods may be required by the instructor.
8. A certificate of completion of training shall be awarded to the successful student by the educational institution. This certificate shall include, at minimum, the name of the student, the name of the course, the name of the instructor, the date of completion, and the number of clock hours of instruction.
9. The sponsor will maintain copies of certificates issued to participants who have successfully completed the course and passed the tests.

10. A roster of individuals who have successfully completed the course and tests must be submitted to the department. The list must include the course approval number and the name, address, social security number and birth date for each individual.

Social Services Designee Course Outline

Core Course Outline (16 hours core and 20 hours role and function)

- I. Philosophy of Long-Term Care
- II. The Aging Process
 - A. Basic human needs
 - B. General concepts of human behavior
 - C. Attitudes about aging
 - D. Effects of the aging process
 - 1. Expected body changes
 - 2. Changes due to disease
 - 3. Physical impairments
 - 4. Mental impairments
 - 5. Sensory losses
 - 6. Terminology
 - E. Psychosocial aspects of aging
 - 1. Stresses - physical, social and economic
 - 2. Heredity and lifestyles
 - 3. Gender and sexual orientation
 - 4. Institutionalization
 - 5. Problem behavior - coping mechanisms
 - 6. Interaction of impairments - physical and mental
 - 7. Understanding death and dying

III. Performance Skills

- A. Team Concept - planning and coordination
- B. Comprehensive facilities program development
- C. Policies and procedures
- D. Developing and utilizing outside resources
- E. Communications
 - 1. Interviewing
 - 2. Writing
 - 3. Interacting with staff, residents and family
 - 4. Working with volunteers
 - 5. Cooperating with state inspectors
- F. Working with support staff, managing supplies, budgeting
- G. Applicable federal and state regulations
- H. Residents' rights

IV. Role and Function (20 hours)

- A. Understanding social work practice
 - 1. Historical perspectives
 - 2. Philosophy
 - 3. Code of ethics of the National Association of Social Workers
- B. Understanding approaches to counseling
 - 1. Individual
 - 2. Group

3. Family
 4. Grievances
- C. Social services
1. Admission and discharge process
 2. Liaison - family, agencies and community
 3. Referral - identification and use of outside resources
 4. Support services - group, volunteer and family
 5. Direct services - letter writing, conversation and shopping
 6. Residents' council
- D. Documentation
1. Medical records practice
 2. Confidentiality
 3. Assessments
 4. Social histories
 5. Progress notes
- E. Care plans
1. Development
 2. Implementation
 3. Reviews
 4. Discharge
- F. Consultation process

**KANSAS DEPARTMENT OF HEALTH AND ENVIRONMENT
ADULT CARE HOME UNLICENSED/UNCERTIFIED PERSONNEL
TRAINING COURSE SPONSOR APPLICATION AND AGREEMENT FORM**

Print or type all information that is requested. This application MUST be received by this office THREE WEEKS prior to the initial course offering. This three week time period allows time for analysis and review.

Course Type (check all that apply):

- ☐ Nutrition Assistant
- ☐ Activities Director
- ☐ Social Services Designee
- ☐ Operator

Application Type:

- | | |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> Initial | <input type="checkbox"/> Renewal |
| <input type="checkbox"/> Initial | <input type="checkbox"/> Renewal |
| <input type="checkbox"/> Initial | <input type="checkbox"/> Renewal |
| <input type="checkbox"/> Initial | <input type="checkbox"/> Renewal |

Sponsor Name _____

Coordinator _____ Telephone _____

Sponsor mailing address _____
Street
City
Zip

Sponsor fax number _____ Email address _____

Classroom Site _____
Street and/or PO Box
City
Zip

Instructor Information - Please verify for each instructor the qualifications described in the Adult Care Home Unlicensed/Uncertified Personnel Training Course Guidelines. **NOTE:** This information may be requested by the department to verify requirements have been met.

Name: _____	Has required degree/credentials _____	Has required experience _____
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
_____	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

APPENDIX A

I hereby attest that as the Sponsor, I have read, fully understand, and will adhere to the requirements of the unlicensed personnel training programs.

I understand that renewal of approval to offer any unlicensed personnel training courses is based on my compliance with these requirements.

Coordinator Signature

Date

Please return this form to:

Health Occupations Credentialing
Kansas Department of Health and Environment
1000 S.W. Jackson St., Suite 200
Topeka KS 66612-1365
(785) 296-6796

DO NOT WRITE BELOW THIS LINE

KDHE OFFICE USE ONLY

Sponsorship Number ____ - ____

Sponsor approved ☐ Yes ☐ No ____ / ____ /

Application type ☐ 1 Year Initial ☐ 2 Year Renewal

Approval Period ____ / ____ / ____ to ____ / ____ / ____

Course type: ☐ Nutrition Assistant ☐ Activities Director ☐ Social Services Designee ☐ Operator

Reviewed by: _____ Date _____

